

# TENNESSEE REGULATORY AUTHORITY

Melvin Malone, Chairman  
Lynn Greer, Director  
Sara Kyle, Director

REC'D TN  
REGULATORY AUTH.  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505  
00 MAR 21 AM 11:00  
EXECUTIVE SECRETARY

March 21, 2000

Mr. Ware F. Schiefer,  
President  
Piedmont Natural Gas Company, Inc.  
P. O. Box 33068  
Charlotte, NC 28233

Dear Mr. Schiefer:

99-00994

To further the Staff's analysis of the reasonableness of the rates filed December 30, 1999, by Nashville Gas Company, we request that you furnish five copies of the information itemized in the attachment to this letter titled, Staff Request March 21, 2000.

Please comply with the following instructions for compiling the data requested:

1. Each copy of the data requested should be placed in a loose-leaf binder with each item tabbed. Each response should begin by restating the item(s) requested.
2. Where a number of sheets are required for an item, each sheet should be appropriately indexed, for example, Item 1(a), Sheet 2 of 6.
3. Careful attention should be given to copied material to insure that it is legible.

If there is a need for clarification of any of the attached requests, please contact Michael Horne at (615) 741-2904, extension 174 before furnishing the response. Please furnish the requested information by April 5, 2000.

Sincerely,



David Waddell  
Executive Secretary

99-00994/Sr-1

Attachment

cc: Ted G. Pappas  
Jerry W. Amos  
Michael Horne  
Legal Division  
Consumer Advocate Division  
Pat Murphy  
David McClanahan

POSTED  
3-21-00

# NASHVILLE GAS COMPANY

## STAFF REQUEST

March 21, 2000

### GENERAL

55. Provide a copy of all data request questions received from the Consumer Advocate Division in connection with the rate filing. This would be for all data request received prior to the intervention by the CAD.
56. Provide, by month for the 12 Months ending 8/31/99, the number of bills, Dekatherms and Demand (when appropriate) for the Commercial (Rate 2) and the Interruptible Industrial Transportation (7I) classes. Also provide the data in Excel Format on diskette.
57. Provide a list of customers by names for the rate classes 3, 4,7F, 7I & 10. Include, by month for the 12 Months ending 8/31/99, the Demand and Dekatherms for each customer. Also provide the data in Excel Format on diskette.
58. Provide a list of customers who have changed rate classes in the test period. Show the schedule movement and any adjustments you have made to the bills and usage for the test period.
59. Provide details on anticipated changes in usage for your large volume customers (Top 25 – minus your Special Contract Customers) in the attrition year.
60. Provide, for each of your Special Contract Customers, details on anticipated changes in usage for the attrition year.
61. Provide a breakdown by source of all revenues shown as “Other Operating Revenues” for the 12 months ending 8/31/99, and the estimated revenues for the 12 months ending 5/31/2001. Include the units and rates for each source.
62. In Mr. Schiefer's testimony (pages 9-12), he discusses the increasing cost to service customers in Tennessee. Provide the cost to serve customers in Tennessee including the supporting components used to develop this cost. Include what factors are used to arrive at the cost for each year from 1996 to the present. Provide estimates and/or goals for the coming years.
63. In Mr. Schiefer's testimony (page 12), he stated in part that the Company constantly monitors customer service efforts. Provide a detailed explanation of the monitoring program including what is being monitored and what are the program goals and standards. Include a comparative analysis of the changes in the program's goals and standards to demonstrate how your customer service program is working.
64. Most customer service programs monitor activity at the point of customer contact with the Company. Provide, for years 1996-1999, how your program has maintained customer service quality. Examples would be: time to connect customer to the system, response to

service inquiries, restoring of service, new meter installations, billing inquiries, meeting appointment times, etc. If you have identified other areas that you monitor, include them in this response.

65. Provide a comprehensive analysis showing the cost associated with your customer service program. Include your assessment of the program success and your cost/benefit analysis of the program.
66. Provide a Trial Balance of the test period with the beginning and ending balances, by month. Send if possible on diskette in Excel Format. One copy will be sufficient.
67. Provide an Actual to Budget Construction Expenditures schedule for the years 1996, 1997, 1998, and 1999.
68. There is a \$20,000 average balance used in your calculations for average cash balance. This is noted in the 1996 rate case as being set by the company. Could you explain why this number is used? Confirm if your compensating balances remain \$600,000 as in 1996 or have they changed. Also explain why the bank account used for A/P transactions is not included in your average cash working funds.
69. Provide a copy of the September 1999 bank statement for the refund account, A/P account, and payroll account.